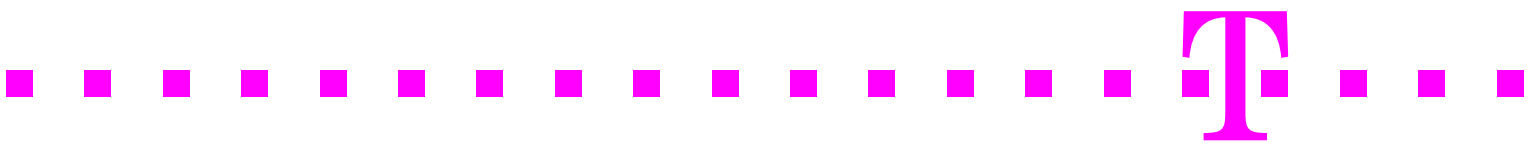
Octopus F
IVM V3.0
User Manual



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1 Introduction

1.1 Target Group

This manual is intended for users and system administrators of IVM.

1.2 Functions Description/Overview

IVM V3.0 is a is a system for operating voice mailboxes with various feature sets, including the AutoAttendant function (menu-prompted call transfer). The system is designed for use as an add-on module in Octopus F communication systems. System management is performed via Kundenmanager or KC-Manager.

IVM V3.0 offers the following functions:

- Depending on the type of the system and product variant of IVM V3.0 up to 8 and 24 ports respectively, i.e. up to 8 and 24 processing of parallel forwarding calls or processing of parallel answering respectively.
- 100 hours voice recording capacity
- Two user interfaces (telephone user interface), the standard interface is the same interface used in Version 1.0. The IVM interface has been added; it allows keys to be adapted for IVM V3.0 (same key for the same function).
- Supports Octopus F multiple customer functionality (in innovation centers with common telephone systems, for example).
- Maximum message/greeting length per voice mailbox:
  - 3 minutes for standard/preferred/exclusive mailboxes
  - 20 minutes for information mailboxes
  - 8 minutes for AutoAttendant mailboxes
  - 20 minutes for MOH/announcement mailboxes
- Timed notification call when a voice message is received
  either as a phone call, pager message* or Short Message Service* (SMS)
- Messages, answers and comments classified as private, urgent or normal.
- Date and time specified for each message.
- Messages distributed to all mailboxes (broadcast) or to distribution lists.
- Option to call back callers who have left messages (this requires the CLIP service).
- Old voice messages deleted automatically according to age.

- Alternative greetings according to time of day, type of call or calendar entry.
- AutoAttendant (automatic call acceptance, greeting and switching, day and night modes). This includes the option of using name-controlled speed dialing to forward calls.
- Automatic fax tone recognition and forwarding of faxes to a mailbox-specific fax destination.
- Context-sensitive mailbox administration performed by the user via telephone.
- Playback of professionally recorded greetings using KC-Manager.
- MOH with endless loop**.
- Playback of individual announcements (for internal uniform call distribution (UCD), for instance)**.
- Group mailboxes for up to 20 subscribers.
- Information mailboxes with 20-minute announcement facility. Continuous playback and navigation in announcement text possible.
- Recording of phone calls.
- Integration of external phones (cell phones, home office phones, etc.) – like extension phones – in PABXs with the Mobility function.

* Only with DTMF (touch-tone)
** Octopus F200/400/650 Version 4.5 or later (a corresponding license is required for operation).

1.3 User Interfaces from IVM via Web-Based Management (WBM)

To access the web browser (WBM)

- select as language (Sprache) „English“,
- Login as „User“ and
- enter your Mailbox number and your PIN Code.

The Web-Based Management (WBM) is in detail described in the help function (online).

1.4 User Interfaces from IVM via telephone

IVM offers the user a choice of two user interfaces on the telephone:

- The default IVM interface as used in Version 1.0
- An interface adapted for IVM V3.0.

The active interface is enabled by system support and applies throughout the system to all mailboxes. The user interfaces feature different key assignments. The voice announcements for user prompts are as similar as possible in both interfaces.

In this documentation, all references to the standard interface are marked with "(STD)" and all references to the IVM V3.0 interface with "(XP)". No information is entered in parenthesis if key input applies to both interfaces.

Note:
A system telephone (such as Octophon F) or analog telephone with DTMF dialing is required for IVM.

The "Record" feature is started and stopped via the programmed recording button (see the Octopus F200/400/650 service manual) on a system telephone (such as Octophon F) or via a feature procedure on a non-system telephone.

1.5 Signaling Incoming Messages

1.5.1 Visual or Acoustic Signaling

When a new message arrives, the message LED (**M**essage **W**aiting **I**ndication)* automatically illuminates on the assigned Octopus F station. A special dial tone* is used on devices that do not have an MWI LED.

With software version HE200V.03.202 and Octopus F system software V5.0 (SMR5) or later, the number of new messages is shown on the system telephone display.

Signaling starts when the first message arrives and is automatically stopped after the last message has been retrieved.

If a notification call is set up and activated for a particular mailbox, this is performed in addition to the message being signaled on the phone.

* Depends on Octopus F200/400/650 configuration

1.5.2 E-mail Signaling

With software version HE200V.03.202 and Octopus F system software V5.0 (SMR5) or later, new messages in a mailbox can also be signaled via e-mail. Up to three e-mail addresses can be entered with an optional WAV file attachment for each address.

There are three methods of deleting voicemail:

- Manually:
  Voicemail can only be deleted manually via the TUI.

- Automatically once notified:
  Voicemail is automatically deleted once a notification has been sent.
- Automatically after set time:
  Voicemail is deleted once a set time period has elapsed (see "Automatic deletion of messages after a set time"). Only voicemail that has already been retrieved is deleted.

This feature can only be configured using KC-Manager.

1.6 Integrating Mobile Terminals (Mobility)

1.6.1 Basic Functions

The IVM Mobility function integrates external telephones (cell phones, home office phones, etc.) – like extension phones – in PABXs.

Basic fixed-network functions, such as, consultation, toggle, transfer, and conference setup, can thus be extended to external connections (your cell phone, for instance).

IVM also picks up calls if the line called was busy or if the caller did not reach the answering machine.

Furthermore the recording of your own spoken notes or calls executed via mobility is possible. These records will be stored in the appropriate mailbox.

Inbound calls

With IVM, callers can reach you with the same number either at your workstation and when you are on the move.

As a user, you choose the forwarding destination where inbound calls for your extension are forwarded. You can activate one of up to three forwarding destinations available (cell phone, home office phone, for instance). Alternatively you can activate message recording. If you cannot be reached at the active forwarding destination or if it is busy, alternative options are available.

You can activate or deactivate all user-defined forwarding destinations when on the move.

As an additional service, you can address callers with a standardized or personal greeting ("Please hold", for instance). The caller hears the greeting before call acceptance at the forwarding destination.

IVM Mobility displays the caller’s number on the forwarding destination.
If the caller suppressed call number display, the user number is shown instead.

1.6.2 Outbound Calls

IVM Mobility recognizes the forwarding destinations defined as registered phone numbers/devices. You can use Mobility to set up phone calls from all registered phones (cell phone, home office phone, for instance).
A number of general functions are also available to you:

- Callback
- Redial Number
- Phone book

If your cell phone supports twin cards, you can also use Mobility with the twin card. Prerequisite: This number must also be entered in your user settings.

2 General Information on Mailboxes

2.1 Mailbox Classes

Features and functions of the individual mailboxes can be configured. Depending on the mailbox class, the number of features varies, as does the corresponding mailbox administration menu.

IVM offers 17 defined mailbox classes. In addition to assigning a defined mailbox class, the feature scope of each mailbox can be individually configured.

The following mailbox classes are differentiated:

- Class 1 mailbox (basic/information mailbox)
- Class 2 mailbox (standard mailbox)
- Class 3 mailbox (preferred mailbox)
- Class 4 mailbox (exclusive mailbox)
- Class 5 mailbox (standard auto-attendant mailbox)
- Class 6 mailbox (preferred auto-attendant mailbox)
- Mailbox Class 7 (group mailbox)
- Mailbox Class 8 (standard mailbox with greeting control)
- Mailbox Class 9 (preferred mailbox with greeting control and distribution lists)
- Mailbox Class 10 (exclusive mailbox with greeting control and distribution lists)
- Mailbox Class 11 (standard mailbox with 4 greetings, greeting control and distribution lists, without the possibility of an external line)
- Mailbox class 12 (standard mailbox such as COS 11, plus distribution to all mailboxes (Broadcast) without the option of an external connection)
- Mailbox Class 13 (premium mailbox)
- Mailbox Class 14 (auto-attendant mailbox with distribution lists)
- Mailbox Class 15 (preferred auto-attendant mailbox with distribution lists and broadcast)
- Mailbox Class 16 (preferred group mailbox)
- Mailbox class 17 (MOH/announcement mailbox)
- Individual configuration of mailbox features (set up only with KC-Manager)

Note:
You can determine which options are included by accessing your mailbox. All available functions are announced via internal system messages.

Mailbox Class	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**11**	**12**	**13**	**14**	**15**	**16**	**17**
Record / retrieve messages	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-
Save messages	-	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-
Record and send messages	-	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-
Message forwarding	-	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-
Call back caller	-	-	X	X	X	X	X	X	X	X	-	-	X	X	X	X	-
Number of possible greetings	1	3	3	3	3	4	3	3	3	3	4	4	4	4	4	4	4
Greeting control	-	-	-	-	-	X	-	X	X	X	X	X	X	X	X	X	-
Information mailbox	X	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Private message	-	-	X	X	X	X	-	-	-	X	X	X	X	-	-	-	-
Record user name	-	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	-
Notification call	-	-	X	X	X	X	-	-	X	X	-	-	X	-	X	X	-
Substitute function	-	-	-	X	X	X	-	-	-	X	-	-	X	X	X	-	-
Language selection	-	-	-	X	X	X	X	X	X	X	X	X	X	X	X	X	4
Speed dialing / AutoAttendant	-	-	-	-	X	X	-	-	-	-	-	-	-	X	X	-	-
Group mailbox	-	-	-	-	-	-	X	-	-	-	-	-	-	-	-	X	-
Distribution list	-	-	-	-	-	-	-	-	X	X	X	X	X	X	X	X	-
Broadcast	-	-	-	-	-	-	-	-	-	-	-	X	X	-	X	-	-
Fax intercept target	-	-	-	-	X	X	X	X	X	X	X	X	X	X	X	X	-
Speed dial destinations for four periods of a day	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
“Deactivation of direct dialing”	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mailbox AutoAttendant	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
E-mail notification	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Note:
The amount of features for the individual mailbox class is configured separately for each mailbox.

2.2 Functions Available to Callers

The Voicemail system provides callers with the following functions:

- **The classic dialing of a mailbox**

  Most callers reach the mailbox when the person being called is away from his or her desk (rerouting for "overflow") or because the person being called is already on the phone (rerouting when "busy"). In both cases, the caller hears the current mailbox greeting. Usually, the caller can leave a message afterwards (the message recording function must be activated).

- **Direct dialing of a mailbox in order to leave a message**

  By calling the IVM number and then dialing [#] and the mailbox number, the caller reaches the desired mailbox directly. If a caller transfers a call to this mailbox, the greeting text of the box is repeated.

  Example:
  The switchboard receives a call for a user who is not in the building. The caller would like to leave this user a mailbox message. In this case, the operator can dial the mailbox of the user directly. The caller immediately hears the greeting text and can leave a message afterwards.

  Important! --> The message recording function must be activated.

- **Interrupting the greeting**

  The caller can interrupt the greeting of the mailbox user using [#] (STD) / [*] (XP) at any time; if message recording is enabled, he can start recording the message directly after the tone.

- **Call transfer to a substitute**

  If the caller presses the [0] key during the greeting, the system immediately switches to the substitute (referral extension).

  Note:
  The substitute (referral extension) function for normal mailboxes needs to be activated by the mailbox owner and message recording needs to be enabled.

- **Ending a message**

  The caller can end a message in one of three ways:

  1. By hanging up. The recorded message will be assigned the priority "normal".
  2. By pressing the [#] key. Afterwards, the caller can post process the message, i.e., change the priority.

3. By pressing [0]. The caller will then be transferred to a previously selected substitute. The recording will be saved, if it is long enough and the message recording function of the mailbox has been switched on.

- **Auto-attendant mailboxes**

  Auto-attendant mailboxes offer, in addition to the standard mailbox, the possibility for callers to transfer their own calls with the help of speed-dialing / abbreviated numbers (digits 0 to 9). Also possible is name selection and the direct dialing of a system extension by dialing the extension number during the greeting. See a detailed description in Section 3.4.10, “Setting Up Auto-Attendant Speed-Dialing Destination Numbers”, on page 3-38.

- **Direct dialing of an IVM Mailbox via auto-attendant**

  By pressing the key [*] twice and entering the desired mailbox number right after that, the greeting of the mailbox will be played after a short announcement that the call is being transferred. The caller can begin speaking the message after the signal tone.

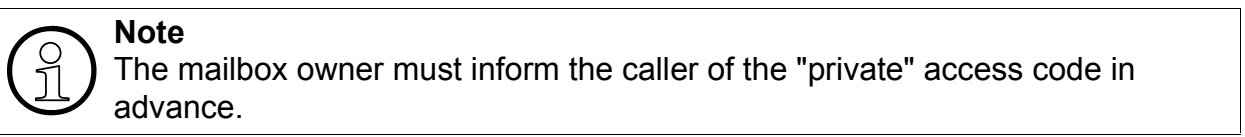
  Important! --> The message recording function must be activated.

- **Switching to the administration mode**

  During the greeting text, the caller can switch to the mailbox administration mode. To do this, the caller enters [*], followed by his or her personal mailbox code.

- **Listening to a private message**

  If the caller activates the [*] key during the greeting message and then immediately enters an agreed upon numeric code, the private message is played back.



2.3 Information Mailboxes

All class 1 mailboxes can be configured to have a 20 minute greeting announcement (e.g., a movie program). Callers can "navigate" within the announcement (see Table 2-1).

Messages can also be recorded for information mailboxes. However, the message recording function should be deactivated if the mailbox is used purely for informative announcement services.

When the end of the announcement has been reached, the information mailbox can automatically end the call (configuration via KC-Manager).

Functions available to the caller (DTMF dialing required!)	**Key (STD)**	**Key (XP)**
Replay greeting	2	7 3
Rewind greeting by five seconds	4	7 8
Pause	5	*
Fast-forward greeting by five seconds	6	9 8

Table 2-1 Caller Control Options for Announcement Playback

Note:
The caller should be informed of control options available for information mailboxes at the start of the announcement.

2.4 Switchboard / Auto-Attendant Mailbox

All switchboard / auto-attendant mailboxes additionally offer the following features:

- **A greeting length of eight minutes**

  If the caller does not react, the greeting message will be repeated automatically.

  Note:
  The caller should be informed of all control options available for the auto-attendant mailbox at the start of the announcement.

- **Call transfer by speed-dialing / abbreviated dialing (digits 0 to 9)**

  If a single digit has been assigned a target number, a caller can transfer his or her own call by pressing the appropriate number key. Setting up the speed-dialing is described in Section 3.4.10, “Setting Up Auto-Attendant Speed-Dialing Destination Numbers”, on page 3-38.

  Speed-dialing targets can be internal / external phone numbers or mailboxes (also auto-attendant boxes). Complex customer demands can be realized by selection of further auto-attendant mailboxes.

  Note:
  If the caller is transferred to a further mailbox, he or she hears the new mailbox greeting.

- **Transferring calls to internal extensions**

  If the caller dials a known extension number during the mailbox greeting, he or she will be transferred directly to the extension.

  Note:
  There can only be a maximum of 2.5 seconds between digits while entering the extension number.

- **Name selection**

  By entering the keys * # followed by up to three letters of the name of the mailbox (listing via KC-/Kundenmanager), the caller can reach an internal user. Callers enter the number using the keys (characters) of the telephone.

  A selection of users beeing considered is provided. The selection the of the relevant user is carried out with *. The selection is supported with context-sensitive system help messages.

  Note:
  The mailbox owner must record his or her mailbox name to enable call transfer according to name selection.

2.5 Group Mailbox

Group mailboxes can have up to 20 equally entitled members. All group mailbox members can hear messages and take over the administration of the group mailbox. Parallel accessing of several group members is not possible. Members of a group mailbox can also have a personal mailbox.

Note:
If a group member has a personal mailbox, the access code numbers for the personal mailbox and the group mailbox should be different. If both codes are identical, the mailbox number must be entered as well as the mailbox code.

Incoming messages are shown to all group members simultaneously, the message waiting lamp (MWI) is deleted when the last group mailbox message has been heard.

Users for a group mailbox are set up and maintained by system administration.

2.6 Distribution of Voice Messages According to Distribution Lists

Entitled mailbox users can send voice messages to other mailboxes in distribution lists. Up to 20 such lists can be set up system-wide via KC-Manager. Each list may include up to 20 entries.

The entitled mailbox user is automatically offered the use of a distribution list as an option when sending a voice message. The list is selected by entering a list number.

2.7 Distribution of Messages to All Mailbox Users

Entitled mailbox owners can send voice message to all mailbox owners ("Broadcast").

The entitled mailbox user is automatically offered the use of broadcast distribution as an option when sending a voice message.

Note:
The incoming message is signalized to the recipients at intervals of one second.

2.8 Order of Message Inquiry

Voice messages can be stored according to the **F**irst-**I**n-**F**irst-**O**ut (default) or the **L**ast-**I**n-**F**irst-**O**ut principle. The active storage method applies for all mailboxes.

- **FIFO principle (the oldest message first):**

  Even if the mailbox queue is configured according to the FIFO principle, the most recent unheard message is played first. Once it has been heard, however, the message is sent to the back of the queue and sorted according to the FIFO principle (the oldest message at the front of the queue).

- **LIFO principle (the newest message first)**

  If the LIFO method has been chosen, the new messages are played first in the opposite order in which they came into the mailbox (the newest first). Afterwards, heard, but not yet deleted, old messages are played.

  To prevent an "overflow" of the mailbox, old messages can be automatically deleted. The adjustable period (1 to 90 days) is configured by your system administrator via KC-Manager and applies system-wide.

Note:
Stored messages are not deleted (see Section 3.4.1, “Querying Mailbox Messages”, on page 3-28).

2.9 Mobility

When Mobility is activated, a diverted call is immediately routed to the active forwarding destination. The answering machine only activates if the forwarding destination is busy or cannot be reached.

3 Mailbox Use and Operation

3.1 IVM User Interfaces

IVM offers the user a choice of two user interfaces on the telephone:

- the standard IVM interface which was available in Version 1.0, and
- new in Version 2.0, an interface which has been adapted to IVM V3.0.

The active interface is activated by system administration and is valid system-wide for all mailboxes. The user interfaces are different with regard to key use, however, the system voice prompts are largely identical.

In this documentation, references to the standard interface are marked "(STD)", key commands referring to IVM V3.0 are marked "(XP)". There is no indication if the key command in question is valid for both interfaces.

3.2 Mailbox Access/Code Numbers

Each mailbox is assigned to a specific extension within the telephone system.

A mailbox owner accesses his or her own mailbox by calling the IVM number. A distinction is made between

- internal calls from the mailbox owner's extension and
- external calls, or calls from other internal extensions.

If an internal call is placed from the mailbox owner's extension, the system asks the caller to enter his or her code number. The mailbox can be accessed after the valid code number has been entered.

If an external call, or an internal call from another extension is placed, the system also asks the caller to enter his code number. However, after the code number has been entered, the system asks the caller to enter the mailbox number. If the code number and the mailbox number match, the mailbox can be accessed.

Mailbox access is also possible while the caller is listening to his or her own mailbox greeting after being switched to the mailbox. The caller must first press the key, and then enter the code number for the mailbox. If the valid mailbox code is entered, the mailbox can be accessed. Otherwise, the system asks the caller to enter a mailbox number. If this mailbox number matches the entered code number, the corresponding mailbox can be accessed.

If the code number and the mailbox number do not match, a corresponding announcement indicating this is made by the system.

Note:
Immediately after setting up the mailbox, the default code number is usually “1234”. If you cannot gain access with this default code number, contact your system administration.
Change the code number when you access your mailbox for the first time!

3.3 Navigating through the Mailbox

After gaining access to the mailbox, the first function which is always made available after announcement of the system status (see above) is the message querying function. The other mailbox functions cannot be accessed until all current messages have been played back or skipped (see Figure 3-1).

An active mailbox connection can be ended at any time by hanging up.

Navigation through the mailbox is controlled via the keypad on your telephone.

The most important functions include “scroll forward” [3] (STD); [2] (XP) and “scroll back” [1] (STD); [7] [2] (XP).

Each mailbox function begins with a system help announcement which informs users about the valid keys and their meaning. The user can implement the current function or skip to the next / previous function.

The available functions are different depending on the selected mailbox class.

Details on the individual functions are presented in the following chapters.

Note:
Only one user at a time can access a mailbox, either for querying messages or for administrative functions.
New messages can be recorded during querying / administration.

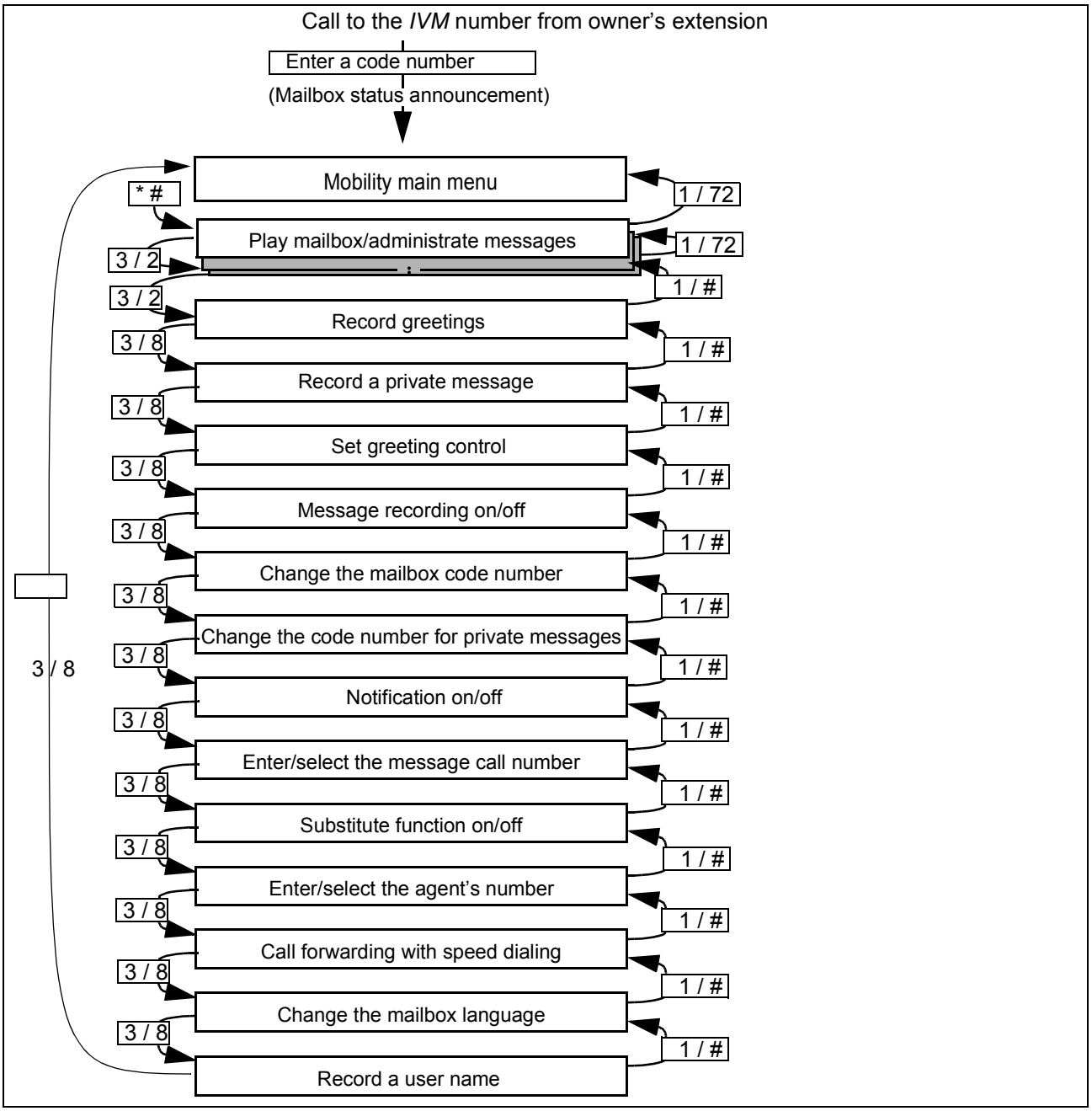


Figure 3-1 Mailbox Functions

Note:
The size of the menu offered depends on the assigned mailbox authorizations.

3.4 Individual Mailbox Functions

3.4.1 Querying Mailbox Messages

Each mailbox is equipped with an area allocated for messages received (input area) and an area for stored messages (storage area). Exception: The basic/information mailbox only includes an input area and is incapable of storing messages.

All messages in the storage area are maintained in chronological order. Whether the newest message is positioned at the beginning or end is configured in the IVM. Whichever order has been chosen is valid for all mailboxes (see Section 2.8, “Order of Message Inquiry”).Characteristics of the input area:

The messages in the input area can be classified as urgent, standard, or private. Messages in the storage area, which stores messages which have already been heard, are classified as either normal or private.

Characteristics of the input area:

- Unlimited number of messages until memory capacity is fully occupied
- Each message is classified as either urgent, private or standard (classification can only be assigned by the sender/caller).
- Urgent messages are played back first in chronological order when the mailbox is queried (see Figure 3-2). Standard and private messages are then played back (ungrouped), also in chronological order.
- Messages classified as "urgent" are reclassified as "normal" after they have been heard in their entirety. The priority change does not occur until after the messages have been heard.
- Each message is provided with a date and time-stamp, which is announced at the end of the message. The caller's number can also be played back, provided it was transmitted with the call (this feature must be switched on during set up).
- Messages in the input area that are identified as private cannot be forwarded.
- All normal and private messages can be moved from the input area to the storage are (saved), and vice versa. Urgent messages cannot be moved until they have received the priority "normal" after being played entirely.
- New messages are always placed in the input area.

Characteristics of the storage area:

- Only a limited number of messages can be saved (the capacity is set by the system administration). Messages in the storage area are played back as a never-ending loop (see Figure 3-2). An advance announcement informs you that you have entered the storage area.
- All messages are arranged in chronological order. Depending on the configuration by the system administrator, the oldest messages-or the newest will be played first (see also Section 2.8, “Order of Message Inquiry”).
- Private messages are indicated by a corresponding announcement.
- Messages in the storage area cannot be forwarded, nor can the caller be called back.
- Messages can be moved back to the input area or deleted. Messages that are moved back to the input area are arranged in chronological order.

The following diagram illustrates how messages are arranged in the input and storage areas:

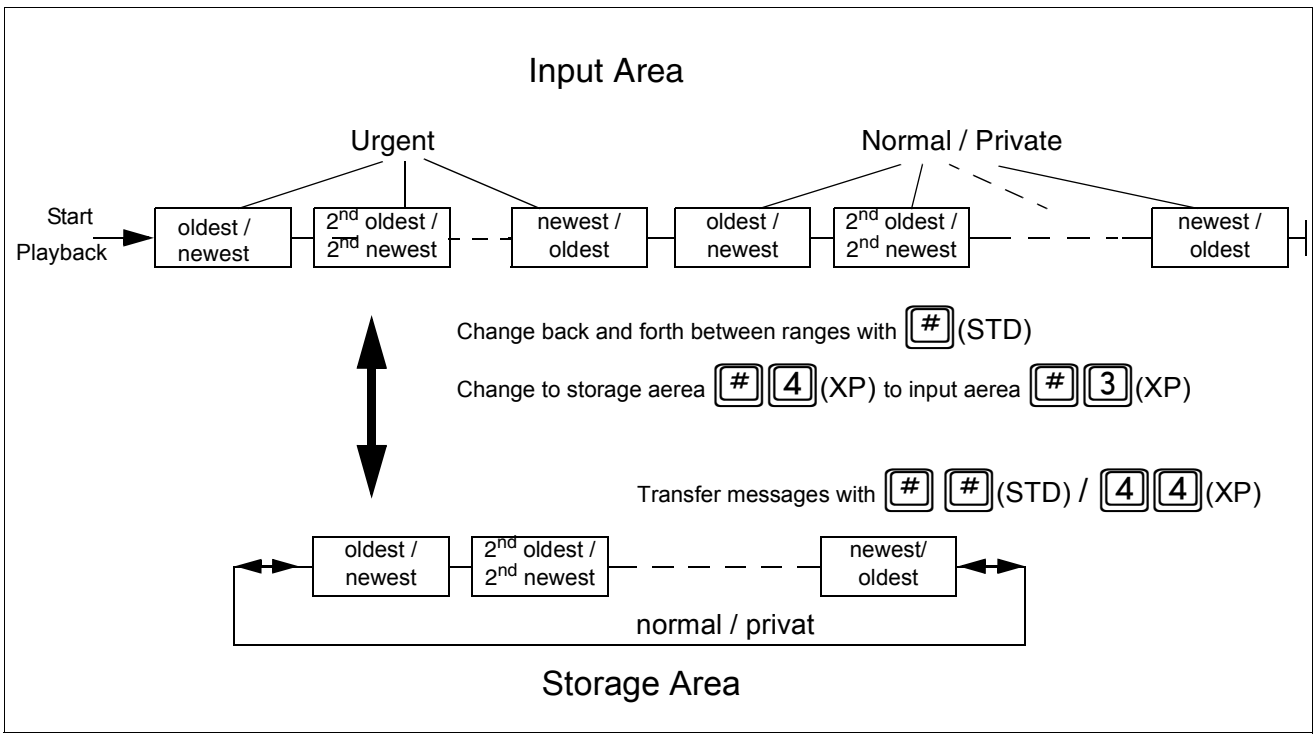

Input Area
Urgent
Normal / Private
Start Playback
oldest / newest
2nd oldest / 2nd newest
newest / oldest
oldest / newest
2nd oldest / 2nd newest
newest / oldest
Change back and forth between ranges with # (STD)
Change to storage aerea # 4 (XP) to input aerea # 3 (XP)
Transfer messages with # # (STD) / 4 4 (XP)
oldest / newest
2nd oldest / 2nd newest
newest/ oldest
normal / privat
Storage Area

Figure 3-2 Arrangement of Messages in the Input and Storage Areas

Function	Key (STD)	Key (XP)	Possible in Storage Area
When in the input area all messages are played back the next mailbox function will be active. In the storage area there is always a skipping to the next message in the ring memory (infinite loop).	3	2	X
Previous message; the first message is played back as soon as you reach the start of the input area. In the storage area, the system always skips to the previous message in the ring memory (endless loop).	1	7 2	X
Replay the last message listened to;	2	7 3	X
Interrupt playback for up to five seconds (pause); press any key to proceed; the system replays the last five seconds before the pause.	5	*	X
Rewind the current message by five seconds and replay it	4	7 8	X
Fast-forward the current message by five seconds	6	9 8	X
Delete message	0 0	6	X
Save message/move message to another location	# #	4 1 4 4	X
Skip all messages	*	7 9	
Reply to message (record a message in the caller's mailbox); only for messages from internal users with a personal mailbox.	8	3 1	
Forward message	9	9	
Call back caller; connection is automatically set up;	* 8	7 0	
Record and send a new message	7	1	
Switch to a different mailbox: enter a code number, enter an extension. The system continues to use the old mailbox if the switch failed.	* #	# 0	
Switch between the input and storage area	#	# 3 # 4	X

Table 3-1 Possible Mailbox Functions (depending on mailbox class)

3.4.2 Recording and Selecting Greetings

The owner of a mailbox can use his or her telephone to record all available greetings. Depending on the mailbox class, up to 4 greetings are available:

Greeting	Mailbox Class 1	Mailbox Classes 2 - 5 and Classes 7 - 10	Mailbox Class 6 manual selection
1st Greeting	X	X	X
2nd Greeting	-	X	X
3rd Greeting	-	X	X
4th Greeting	-	-	X

Table 3-2 Greetings Overview

There are different mechanisms available for selection of each greeting (see also Section 3.4.4, “Setting Control Parameters for Greetings”).

Depending on the mailbox classes, the following mechanisms are available:

- Manual
- Day/Night*-dependent
- Depending on the type of call
- Calendar controlled

* The day / night control is configured with Octopus F.

In addition to recording greetings with the telephone handset, IVM also supports the use of professionally recorded greetings.

Professionally recorded greetings are especially recommendable for company greetings.

Note:
The input of professionally recorded greetings occurs via KC-Manager/Kundenmanager. Please see your system administration about this.

After accessing the function, the mailbox owner has the following options:

Function	Key (STD)	Key (XP)
Select the next greeting (only if more than one greeting exists and the manual greeting control is being used)	8	4
Repeat the selected greeting.	2	3
Delete personal greeting and replace with system greeting.	0	6
Disable system greeting and replace with a personal greeting (new recording). Users have the following options after pressing the 0 key twice:	0	1
Begin the recording anew (only during recording)	0	(no key)
End recording. When the recording is finished, it is played back immediately.	#	*

Table 3-3 Setting Up and Recording Greetings

If no personal greeting is recorded, the caller hears the system greeting.

3.4.3 Recording a Private Message

A private message can be recorded for authorized mailboxes.

Function	Key (STD)	Key (XP)
Play back private message	2	3
Delete a private message	0	6
Record a private message	0	1
End recording	#	*
While recording, begin recording again	0	-

Table 3-4 Recording a Private Message

Note:
A caller hears a private message after entering an agreed upon numeric code (code number for private messages). The caller enters the code number during the greeting, preceded by a *.

3.4.4 Setting Control Parameters for Greetings

After accessing this function, the status is announced.

Mailbox greetings are controlled by pressing the 8 key (STD) or the 1 key (XP). The following options are available:

- **Manual greeting control:**
  One of the 3 or 4 greetings (depending on the mailbox class) is selected manually and used.
- **Automatic greeting control:**
  The type of greeting control must be selected accordingly.
  The following control types are available:

  1. Day / night control dependent on the current setting of the Octopus F
     (Greeting 1 = day greeting, greeting 2 = night greeting)
  2. Greeting selection depending on the type of call
     Forwarded calls internal line free --> Greeting 1
     Forwarded calls internal busy --> Greeting 2
     Forwarded calls external line free --> Greeting 3
     Forwarded calls external busy --> Greeting 4
  3. Calendar-controlled greeting control
     Day greeting --> Greeting 1
     Night greeting --> Greeting 2
     Lunch greeting --> Greeting 3
     Special greeting --> Greeting 4

     Important: The calendar is administrated via the KC-Manager!

Function	**Key (STD)**	**Key (XP)**
Announce current status	2	3
Select and simultaneously change status	8	1

Table 3-5 Setting Control Parameters for Greetings

3.4.5 Activating and Deactivating Message Recording

The mailbox owner decides whether or not callers can leave messages.

Function	Key (STD)	Key (XP)
Announce status	2	3
Change status (activate/deactivate message recording)	0	1

Table 3-6 Activating and Deactivating Message Recording

Note:
A newly set up mailbox is not activated and is unable to record caller messages until the owner has accessed the mailbox for the first time (see also Section 3.2, “Mailbox Access/Code Numbers”).

3.4.6 Changing the Mailbox Code Number

Each mailbox is protected against unauthorized access with its own code number. If the "change mailbox code number" function is accessed, the current mailbox number is announced and can be changed after that.

Function	Key (STD)	Key (XP)
Announce current mailbox code number	2	3
Change the mailbox code number. For security reasons, a new mailbox code number must be entered a second time after the prompt.	0	1

Table 3-7 Changing the Mailbox Code Number

3.4.7 Changing the Code Number for Private Message

The caller must enter a special code number in order to listen to a private message. The mailbox owner creates this code number.

Function	Key (STD)	Key (XP)
Announce current code number for private message	2	3
Change the code number for private message	0	1

Table 3-8 Changing the Code Number for Private Message

3.4.8 Notification Call

IVM informs users of incoming messages via out-bound call, **S**hort **M**essage **S**ervice (SMS), or pager message.

* Only DTMF based services are supported.

3.4.8.1 Activating and Deactivating the Notification Call

In order to receive a notification of messages received at your mailbox on any other desired telephone (cell phone, home phone, etc.), the notification call function can be activated.

When the mailbox owner accesses the function, the current status is announced first (notification call on/off). Afterwards, the notification call function can be activated / deactivated.

The notification call function can be set according to time (weekday and time). The time control is configured by system administration via KC-Manager.

Upon receiving a notification call, the user enters his or her code number and can listen to the new message immediately.

With KC-Manager, the notification call function can be set to notify users of every incoming message, or only messages which have been classified as urgent.

Note:
Before the notification call can be activated, a destination telephone number for the notification call must be entered.

Function	Key (STD)	Key (XP)
Announce current status	2	3
Activate or deactivate the notification call	0	1

Table 3-9 Activating and Deactivating the Notification Call

3.4.8.2 Entering and Selecting Notification Call Number

A notification call number must be entered before the notification function can be activated. Up to five notification call numbers can be entered in a list. The currently announced notification call number is used. New notification call number are activated by scrolling forward.

If the notification call should be sent in the form of an SMS to a mobile phone or a pager message, system administration must configure the function with KC-Manager.

Note:
There is no confirmation of receipt for notification via pager* or SMS*. It thus cannot be determined if such a notification has reached its recipient.
*Only DTMF-based services are supported.

Function	Key (STD)	Key (XP)
Announce current status of notification call number	2	3
Change the notification call number	0	1
Scroll through the list of notification call numbers to select a number.	8	2

Table 3-10 Entering and Selecting Notification Call Number

Note:
Changing the destination telephone number for the notification call has no effect on the status (active/inactive) of the notification call function.
However, if the currently selected notification call number is deleted without selecting a new number, the notification call function is deactivated.

3.4.9 Substitute Function

Users of an entitled mailbox can forward calls to a substitute. To do this, they must enter the phone number of the substitute and activate the function.

3.4.9.1 Activating / Deactivating the Substitute Function

To forward calls to a substitute's number, this function must be activated.

After reaching this function, the current status of the substitute function is announced. Afterwards, the substitute function can be activated/deactivated.

How the mailbox responds to calls depends upon whether or not the message recording function is activated or deactivated (see Section 3.4.5, “Activating and Deactivating Message Recording”).

If message recording is activated, the system begins with the message recording function. If silence persists for the first 5 seconds of recording, or if the caller presses 0, recording is stopped, and the system forwards the call to the substitute.

If message recording is deactivated, the system switches directly to the substitute number (referral extension) after the greeting. Message recording is not possible in this case.

Note:
The substitute's telephone number must be entered and possibly selected before call forwarding can be activated.

Function	Key (STD)	Key (XP)
Announce substitute status	2	3
Change status (activate or deactivate)	0	1

Table 3-11 Activating/Deactivating the Substitute Function

3.4.9.2 Selecting and Entering the Substitute's Extension Number

The personal substitute function can only be activated after entering the substitute's phone number. Phone numbers for up to 5 substitutes can be entered in a list, allowing for the assignment of different substitutes if required. Any desired telephone numbers can be entered. The currently announced substitute number is used.

After activating this dialog, the current substitute number is announced. Afterwards, the number can be changed, or reselected.

Function	Key (STD)	Key (XP)
Announce phone number of currently selected substitute	2	3
Scroll though the entries in the list	8	4
Change an entry	0	1

Table 3-12 Creating and Making Selections from the Substitute List

Note:
Changing a substitute phone number has no effect on the current status (active/inactive) of the substitute function.
However, if the currently selected substitute number is deleted without selecting a new number, the substitute function is deactivated.

3.4.10 Setting Up Auto-Attendant Speed-Dialing Destination Numbers

If a caller selects a speed-dialing destination number which has not been set up, the call is handled as follows:

1. The call is forwarded to a mailbox-specific number
2. The call is forwarded to a mailbox-specific operator
3. The call is forwarded to a system-wide operator
4. The call is forwarded to a system mailbox

If none of the above mentioned destination numbers have been set up, the connection is interrupted.

All auto-attendant mailboxes can have speed-dial numbers. The caller can select another user (internal or external) or another mailbox during the announcement by pressing the appropriate number key on his or her telephone. The caller must be informed of the available options by the announcement.

On accessing the function to change speed-dial numbers, the last selected speed-dial number or the speed-dial list is announced. The speed dial numbers occupy the range 0 – 9 and can be linked to an internal destination number, an external destination number or a mailbox.

Function	**Key (STD)**	**Key (XP)**
Announce currently selected speed-dial number / speed-dial list	2	3
Scroll forward speed-dial list	8	9
Scroll backward speed-dial list	5	7
Delete or change the destination number	0	1

Table 3-13 Setting Up Auto-Attendant Speed-Dialing Destination Numbers

3.4.11 Selecting a Language for User Prompts

The language used for system messages can be changed if required.

After initializing the function by scrolling, the currently selected language is announced. Afterwards, one of three system languages can be selected.

Note:
The three languages are determined by system administration.

Function	Key (STD)	Key (XP)
Announce current language	2	3
Select any one of the available languages	8	1

Table 3-14 System Messages Language

3.4.12 Changing a User Name

The user name is used as a label for internal functions such as the transmission of messages. If no user name has been recorded, the corresponding mailbox number is announced instead.

After accessing the function, the current status of the user name is announced. Afterwards, the name can be changed / deleted.

Note:
Users are advised to record their names for this function, since this improves transparency and simplifies use of the IVM V3.0 system for all users.

Function	Key (STD)	Key (XP)
Announce current user name	2	3
Change user name	0	-
Record user name	-	1
Delete user name	-	6

Table 3-15 Recording and Changing the User Name

Note:
A user name must be recorded to use vanity dialing.

3.5 Mobility

3.5.1 Basic Functions

The Mobility function lets you integrate external telephones (cell phones, home office phones, etc.) – like extension phones – in PABXs.

Basic PABX functions, such as, **consultation, toggle**, and **conference setup**, can thus be extended to external connections (your cell phone, for instance).

The recording of your own spoken notices (see Section 3.5.4.10 on page 3-47) or calls executed via Mobility (see Section 3.5.7.4, “Recording (Mobility)”, on page 3-52) is possible. These records will be stored in the appropriate mailbox.

3.5.2 Inbound Calls

Callers can reach you with the **same** number either at your workstation and when you are on the move. As a user, you choose the forwarding destination where inbound calls for your extension are forwarded. You can activate one of up to three forwarding destinations available (cell phone, home office phone, for instance). If in your mailbox administration the checkbox „Mobility activated“ is set, your calls are routed to the mailbox. If you cannot be reached at the active forwarding destination or if it is busy, alternative options are available.

If you answer the call a short gentle signal is played signalizing that your Mobility functionality (consultation call, toggle, conference, etc.) are available.

You can activate or deactivate all user-defined forwarding destinations when on the move.

As an additional service, you can inform callers with a standardized or personal greeting ("Please hold", for instance). The caller hears the greeting before call acceptance at the forwarding destination.

3.5.3 Outbound Calls

The forwarding destinations defined are recognized as registered phone numbers/phones. From each registered phone (cell phone, home office phone, for instance), you can use the Mobility function to set up phone connections and then use the basic functions listed above.

3.5.4 Main Menu

Functions in the main menu:

- Dial Number
- Redial Number

- Personal phone book (speed dial destinations 1 – 9 or 1 - 99, depending on the system setting)
- Change User Settings
- Recording of your own spoken notices

The access to the main menu is described in Section 3.5.5, “Mailbox Access”, on page 3-48.

3.5.4.1 Dial Number

You can set up phone connections from the main menu.

Dial the number (where applicable, with trunk access and area code) of the relevant user followed by [#].

The telephone connection is established.

You can clear down the connection with the key sequence [*] [8]. You are then returned to the main menu where you can use other functions.

... from the cell phone directory

Cell phones from certain manufacturers support voice dialing for entries in the cell phone’s phone book. The number is then received by IVM and dialed a few seconds later.

Note:
You can completely program dial-in to IVM + dialing to a specific number in your cell phone’s phonebook.
Prerequisite: You can insert pauses (with the "+" character, for instance).
Programming example (may vary depending on the cell phone manufacturer):
Enter the access number for IVM, "+" for pause and (trunk access) number.

3.5.4.2 Redial Number

IVM saves the last five numbers dialed and lets you dial them directly with the Redial Number feature.

Just dial [#].

The system announces the last number dialed and prompts you to dial it with [#], cancel the operation with [*] or delete the number with [0]. If you delete the number, the system offers the next-to-last number dialed, etc. In total, the last five consecutive numbers dialed are available.

You are returned to the main menu if you cancel the redial operation for one of the numbers announced or if you delete all of the numbers consecutively announced.

3.5.4.3 Personal Phone book (Speed Dial Destination Directory)

You can create a personal phone book with speed dial destination numbers from 1 through 9 or 1 through 99, depending on the system setting. This makes it quicker and easier to dial frequently used numbers.

Creating a Phone book (Speed Dial Destination Directory)

To create your personal phone book, proceed as follows:

1. Enter a speed dial number (1 – 9 or 1 - 99, depending on the system setting) followed by [#] in the main menu.
2. When prompted, enter a phone number followed by [#].
3. Correct with 0 or confirm with [#].
4. Record the relevant name after the prompt and click [#]. Confirm with [#].

   You hear a message, stating that speed dialing is configured and you can now perform direct dialing with [#], reprogram the speed dial destination with [0] or cancel the operation with [*].

   You are returned to the main menu if you cancel the operation.

3.5.4.4 Dialing from the personal Phone book (Speed Dial Destination Directory)

To dial the number of a speed dial destination, proceed as follows:

1. Enter the relevant speed dial number in the main menu followed by [#].

   IVM announces the associated name and prompts you to dial it with [#], reprogram the speed dial destination with [0] or cancel the operation with [*].
2. To dial, press [#].

   The telephone connection is established.

   You are returned to the main menu if you cancel the operation.

To delete a speed dial destination, proceed as follows:

1. First dial the speed dial number followed by [#].
2. Then dial [0] followed by [*].

   This deletes the speed dial destination.

3.5.4.5 User settings

Your administrator has created a user profile (user settings) for you. You can use this profile to access the main menu and operate the system as permitted by your settings and authorizations. You can also modify a number of these user settings from your (cell) phone.

Note:
System announcements provide detailed guidance through the individual menu options in the User settings menu.

To access the "User settings" menu, proceed as follows:

1. Dial into the main menu and
2. Enter the key sequence [*] [3].

   You are now in the "User settings" menu and the system announces the current forwarding setting. It then announces functions and other menus that you can select with the appropriate key.

Key selected	The current forwarding setting is announced	
[1]	Select forwarding to the cell phone	
[2]	Select forwarding to 1st alternate destination	
[3]	Select forwarding to 2st alternate destination	
[5]	Forwarding to the answering machine	
[6]	Opens the menu -->	Alternative destination for ’busy’
[7]	Opens the menu -->	Alternative destination for ’unavailable’
[8]	Opens the menu -->	Set e-mail delivery
[9]	Opens the menu -->	Set automatic greeting
[*] [*]	Check status	
[#]	Return to the main menu	

Table 3-16 User settings menu

Perform the required function or dial into another menu by pressing the relevant key.

If you dial [1], [2], [3], or [5], the selected function is performed. You are then returned to the "User settings" menu.

If you dial [6] through [9], you are routed to the relevant menu and hear an announcement.

If you dial the key sequence [*] [*], a comprehensive status announcement is output.

Note:
You can also use function calls to activate the functions (keys [1], [2], [3], [5]).

3.5.4.6 Set alternative destination for ’busy’

If an activated forwarding destination is busy, incoming calls can be forwarded to an alternative destination.

If this function is deactivated, your calls are routed to the mailbox’s answering machine.

You can make the relevant settings for this in the "Alternative destination for ’busy’" menu.

1. Select [6] in the "User settings" menu.

   You are now in the "Alternative destination for ’busy’" menu and the system announces the current setting. It then announces the various options that you can select with the appropriate key.

   The following options are available:

Key selected	The current setting for the alternative destination on ’busy’ is announced
[1]	Activate alternative destination for ’busy’
[3]	Alternative answering machine for ’busy’
[4]	Activate answering machine for ’busy’
[*] [*]	Check status
[#]	Return to the main menu

Table 3-17 "Alternative destination for ’busy’" menu

2. Make the required user setting by pressing the relevant key.

   The selected user setting is executed and you are returned to the "User settings" menu.

3.5.4.7 Set alternative destination for ’unavailable’

If an activated forwarding destination cannot be reached (call is not answered after a set period of time), incoming calls can be forwarded to an alternative destination.

If this function is deactivated, your calls are routed to the mailbox’s answering machine.

You can make the relevant settings for this in the "Alternative destination for ’unavailable’" menu.

1. Select [7] in the "User settings" menu.

   You are now in the "Set alternative destination for ’unavailable’" menu and the system announces the current setting. It then announces the various options that you can select with the appropriate key.

   The following options are available:

Key selected	The current setting for the alternative destination on ’unavailable’ is announced
[1]	Activate alternative destination for ’unavailable’
[3]	Activate answering machine for ’unavailable’
[4]	Change alternative destination for ’unavailable’
[5]	Timeout before a call should be forwarded to the alternative destination for unavailable
[*] [*]	Check status
[#]	Return to the main menu

   Table 3-18 "Alternative destination for ’unavailable’" menu

2. Make the required user setting by pressing the relevant key.

   The selected user setting is executed and you are returned to the "User settings" menu.

3.5.4.8 Set e-mail delivery

As the owner of a Mobility mailbox, you can also use the answering machine function. Your calls are forwarded to the answering machine in the following cases:

- Mobility is deactivated.
- The forwarding destination is busy and the alternative destination for busy is deactivated.
- The forwarding destination does not respond and the alternative destination for unavailable is deactivated.

Depending on the user settings, recordings are delivered either to the **mailbox** and/or as a WAV file to your **e-mail address**.

You can activate or deactivate e-mail delivery in the "Set e-mail delivery" menu.

1. Select [8] in the "User settings" menu.

   You are now in the "Set e-mail delivery" menu and the system announces the current setting. It then announces the functions that you can select with the appropriate key.

   The following options are available:

Key selected	The current message delivery setting is announced
[3]	Activate e-mail delivery
[5]	Deactivate e-mail delivery
[*] [*]	Check status
[#]	Return to the main menu

Table 3-19 "Set e-mail delivery" menu

2. Make the required user setting by pressing the relevant key.

   The relevant user settings are executed by dialing [3] and [5].
   Click [#] to return to the "User settings" menu.

Note:
The settings in this menu are only effective if message recording is deactivated in your mailbox.

3.5.4.9 Automatic greeting

Your caller can hear an automatic greeting before a call is accepted at the forwarding destination. You can make settings for this in the "Automatic greeting" menu.

Note:
The greeting set ex-works is: "Please hold."
The start time for the greeting is set to seven seconds.

To change the settings for the automatic greeting, proceed as follows:

1. Press [9] in the "User settings" menu.

   You are brought to the "Automatic greeting" menu.

   The following options are available:

Key selected	The current greeting set is announced
[1]	Activate automatic greeting

Table 3-20 "Automatic greeting" menu

Key selected	The current greeting set is announced
2	Deactivate automatic greeting
3	Edit greeting
4	Timeout before the greeting should be announced.
* *	Check status
#	Return to the main menu

Table 3-20 "Automatic greeting" menu

2. Make the required user setting by pressing the relevant key.

   The automatic greeting is activated or deactivated by dialing 1 or 2.

   You can record the greeting again by pressing 3 . You remain in the "Automatic greeting" menu.

   You can enter the time when the automatic greeting should start by pressing 4. You remain in the "Automatic greeting" menu.

   Click # to return to the "User settings" menu.

3.5.4.10 Recording of your own spoken notices

To record your own spoken message:

- Access the main menu (Section 3.5.5, “Mailbox Access”, on page 3-48),
- press * 6.

Depending on the system setting you will hear an announcement or a short notification tone (see Chapter 5, “Recording (Call Live Recording)”..

During a recording it is not possible to dial another number.

Settings for recording (see Chapter 5, “Recording (Call Live Recording)”):

- Announcement before recording (Voice Prompt / Beep / none).
- Maximum recording duration (1 - 60 minutes), valid also for „Recording (Mobility)“.

To end the recording, press *.

The recording will also be stopped:

- When the maximum time for recording duration has been reached,

- when you stop the conversation by hanging up.

The end of the recording will be acoustically indicated. This signaling depends on the setting „Recording announcement“:

- „Voice Prompt“: a corresponding text will be played back
- „Beep“: a particular tone will be replayed
- „None“: no acoustical signaling

This system-wide setting can be configured by the administrator.

Directly after the recording has been stopped, the spoken notification will be delivered as a massage to the mobility-mailbox. Your mailbox number will be stored as caller's number on the massage file.

3.5.5 Mailbox Access

To reach the Mobility main menu, you must call the IVM hunt group from a registered phone/ cell phone. The subsequent procedure depends on the system-wide "Security level" parameter:

- "Normal" security
  If your number is entered in a Mobility mailbox, you can access the Mobility main menu without entering a password.
  If your number is entered in multiple mailboxes, you are prompted to enter the mailbox number. You are routed to the Mobility main menu after you enter a suitable mailbox number.
  If you did not enter the mailbox number correctly you are prompted again to enter the mailbox number.
  If you accessed the Mobility main menu with the mailbox number, you are only prompted to enter the password when you switch to the message block (with [*][#]).
  If your Mobility mailbox is a member of one or more group mailboxes, this is taken into account during password verification.

Exception:
If your extension is registered at a Mobility mailbox and a dedicated mailbox exists for your extension, you are prompted to enter this mailbox number followed by the password when you call the IVM hunt group from your extension. In this case you are immediately routed to your mailbox’s message block.
Press [1] to switch to the Mobility main menu.

- "High" security
  You are immediately prompted to enter the mailbox password here.
  If your Mobility mailbox is a member of one or more group mailboxes, this is taken into account during password verification, that is, you can access a group mailbox without further verification if the Mobility mailbox is one of your members.

If the system is able to uniquely identify a mailbox on the basis of the password entered, you are routed to the Mailbox main menu (in a Mobility box) or the message block. Otherwise, you are prompted to enter the mailbox number. If the entries (password and mailbox number) are correct, you are routed to the Mobility main menu or the message block. If the entries are not correct, you are given a second chance to enter the password and the mailbox number.
If you accessed the Mobility main menu with these credentials, you are not prompted to enter a password when you switch to the message block.

You can also access the Mobility main menu if the mailbox is locked, provided it is not password-protected.

3.5.6 Function Calls

System-wide function numbers can be configured to simplify the administration of Mobility mailboxes from a registered phone/cell phone.
These numbers are configured by the administrator and are not assigned to any user, but rather to a function.
You can use function numbers to:

- request a callback
- activate forwarding to a specific alternative destination
- completely deactivate forwarding
- activate/deactivate e-mail delivery

You can check the function numbers configured in your system at any time over the IVM Web interface.

You can execute an action by simply calling the relevant function number from a registered phone/cell phone. This call is answered by IVM and then immediately cleared down.
In the case of a callback, you are called back by IVM.
If the number of your phone/cell phone is registered at several Mobility mailboxes, you are prompted to enter the mailbox number.
If the security level is set to "High" in your system, IVM will prompt you to enter the mailbox password in the event of a callback. A password is not needed for other function calls.

3.5.7 Functions Available During a Call

A number of keys have special functions during calls set up via the IVM Mobility function:

Keys	Function
* 7	Consultation: set up a consultation call or toggle back and forth between two parties
* 5	Conference: set up a conference with a party/extend a conference
* 8	Disconnect: clear down the connection to the current party
* 6	Call recording or recording of an own notice
*	Finish a recording of a call/own spoken notice or dial interruption

Table 3-21 Functions available during a call

3.5.7.1 Consultation

You can set up a connection while a call is in progress without losing the connection to the first party. This is called a "consultation".

- Dial * 7 (consultation).
  The first connection is placed on hold. The first party now hears music on hold.
  Music on hold is not played if you are already in a teleconference with multiple participants (see Section 3.5.7.3, “Setting Up a Conference”, on page 3-51). This allows conference participants to continue their conversation.
- Now dial the new number followed by #.
  If you have created a personal phone book [see Section 3.5.4.3, “Creating a Phone book (Speed Dial Destination Directory)”, on page 3-42], you can also enter a speed dial number (see Section 3.5.4.4, “Dialing from the personal Phone book (Speed Dial Destination Directory)”, on page 3-42).
- To end the consultation call, press * 8 (disconnect).
  The connection to the consultation party is cleared down and you are returned to the first party.

If you are at the time when you hang up in consultation, the partners can be connected or disconnected. This is defined by the parameter „Conversation on hold allowed“ in the system.

3.5.7.2 Toggle

Once you have set up a consultation connection (see Section 3.5.7.1, “Consultation”, on page 3-50), you can switch back and forth between both parties as often as required. This is called "toggling".

The "Toggle" function is also available if you set up a consultation connection while involved in a teleconference (see Section 3.5.7.3, “Setting Up a Conference”, on page 3-51). You can then switch between the conference and the consultation party.

To toggle, press [*] [7]. You can do this as often as necessary.

To completely clear down the connection to the current party and revert to the other waiting party, press [*] [8] (**d**isconnect).

Replacing the handset disconnects all other parties.

3.5.7.3 Setting Up a Conference

When using the Toggle feature (see above), the two other parties have no contact with each other; however, you can join them so that you can talk to each other in a three-way conversation. This is called a "conference".

The maximum number of participants in a conference is 12.

To set up a conference:

- First, set up a phone connection to one party.
- Set up a consultation connection (see Section 3.5.7.1, “Consultation”, on page 3-50) to another party.
- Press [*] [5] (**c**onference).

The two other parties can now speak to each other.

Repeat the procedure to add more users to the conference.
Repeat this procedure until all the parties you want are added to the conference.

Once a conference is set up, you cannot disconnect individual parties, only the entire conference.
The parties themselves, however, can exit the conference individually by hanging up. Once the last user has hung up, you hear an acoustic signal indicating that there are no more parties connected. How you then proceed depends on how this conference was set up:

- If the first conference participant was forwarded to you (see Section 3.5.2, “Inbound Calls”, on page 3-40), your connection is cleared down.
- If you called the first participant from the Mobility main menu (see Section 3.5.4, “Main Menu”, on page 3-40), you are returned to the main menu.

- Press [*] [8] to clear down all connections to the participants and return to the Mobility main menu.

If you hang up during a conference, the participants can be connected or disconnected. This is defined by the parameter „Conversation on hold allowed“ in the system.

3.5.7.4 Recording (Mobility)

To use this function an authorization for Recording (Mobility) is necessary. This authorization has to be given for your mobility-mailbox by the administrator.

To start a recording:

- Access the main menu (Section 3.5.5, “Mailbox Access”, on page 3-48),
- press [*] [6].

Depending on the system setting you will hear an announcement or a short notification tone (see Chapter 5, “Recording (Call Live Recording)”).

During the recording of a telephone call it is not possible to add more participants to the conference (consultation connection and dialing another number).

Settings for recording (see Chapter 5, “Recording (Call Live Recording)”):

- Announcement before recording (Voice Prompt / Beep / none).
- Maximum recording duration (1 - 60 minutes), valid also for „Recording of your own spoken notices“.

To end the recording, press [*].

The recording will also be stopped:

- When the maximum time for recording duration has been reached,
- when you hang up,
- when the last participant of a conference hangs up.

The end of the recording will be acoustically indicated. This signaling depends on the setting „Recording announcement“:

- „Voice Prompt“: „End of recording“ is played back for all participants,
- „Beep“: a particular tone will be replayed to all participants,
- „None“: no acoustical signaling.

Directly after the recording has been stopped, it will be delivered as a massage to your mobility-mailbox.

If a conversation with only one partner was recorded the telephone number of this partner (if transmitted) will be stored on the massage file.

If a conference was recorded a system information will indicate, that the message you listen to is a conference recording.

When Recording (Mobility) it is irrelevant whether the message recording for your mailbox has been activated or not (same as Call Live Recording).

3.5.7.5 Picking Up Calls/Taking Over Calls

Changing telephones is possible during a current call. It is unimportant whether you have been called or if you have made the call yourself via Mobility.

Taking over a current call at another telephone is very easy.

Dial into the Mobility main menu from the desired registered telephone (see Section 3.5.5, “Mailbox Access”, on page 3-48).

The system recognizes you as a user and immediately switches the current call to this telephone.

4 Administration with the SuperUser Function

This chapter is intended for the system administrator, more precisely for users with special administration rights (so-called „SuperUser“).

IVM V3.0 can be administered via telephone (SuperUser function), via Internet Browser or via KC-/Kundenmanager.

Basic administration of the system is possible with the SuperUser function. The full administration of all mailbox parameters is possible either with the KC-Manager or via the Internet Browser! The online program offers a description of administration with KC-/Kundenmanager.

This manual only describes SuperUser administration via telephone. Access via WBM is described in the Administration Manual and in the online help-function respectively.

4.1 Overview

In order to administer the system, the administrator must first access the SuperUser function and identify him or herself with a code number. After successfully logging on to the system, the following functions are made available to the administration:

- **Set up a mailbox** by entering the appropriate extension number and a mailbox class
- **Delete a mailbox** permanently
- **Query a mailbox status**
- **Test the connection to the Internet**
- **Installation of available software upgrade packages**
- **Change of the SuperUser code number**
- **Changing the Language for System Announcements**

All of these functions are initiated via entries at the telephone keypad. The system includes a user interface consisting of corresponding voice announcements.

Note:
When using IVM in a IP-Netpackage environment, the entire administration must occur via the KC-/Kundenmanager. The "SuperUser function" is automatically deactivated in this case.

4.2 Accessing the SuperUser Function

The SuperUser function allows basic administration of the system. Accessing the function is similar to accessing a mailbox:

After calling the IVM V3.0 group number, enter the prefix * # followed by the SuperUser code number (default code "12345678").

All SuperUser activities are recorded in a log file with date and time.

After accessing the SuperUser function and entering the valid code number, the number of existing mailboxes and remaining memory capacity are announced (see Section 4.3, “Administration of Mailboxes”). Afterwards the various SuperUser functions can be selected by telephone keys.

The keys [1] (back) and [3] (forward) allows to scroll between the functions as it is shown in the following figure:

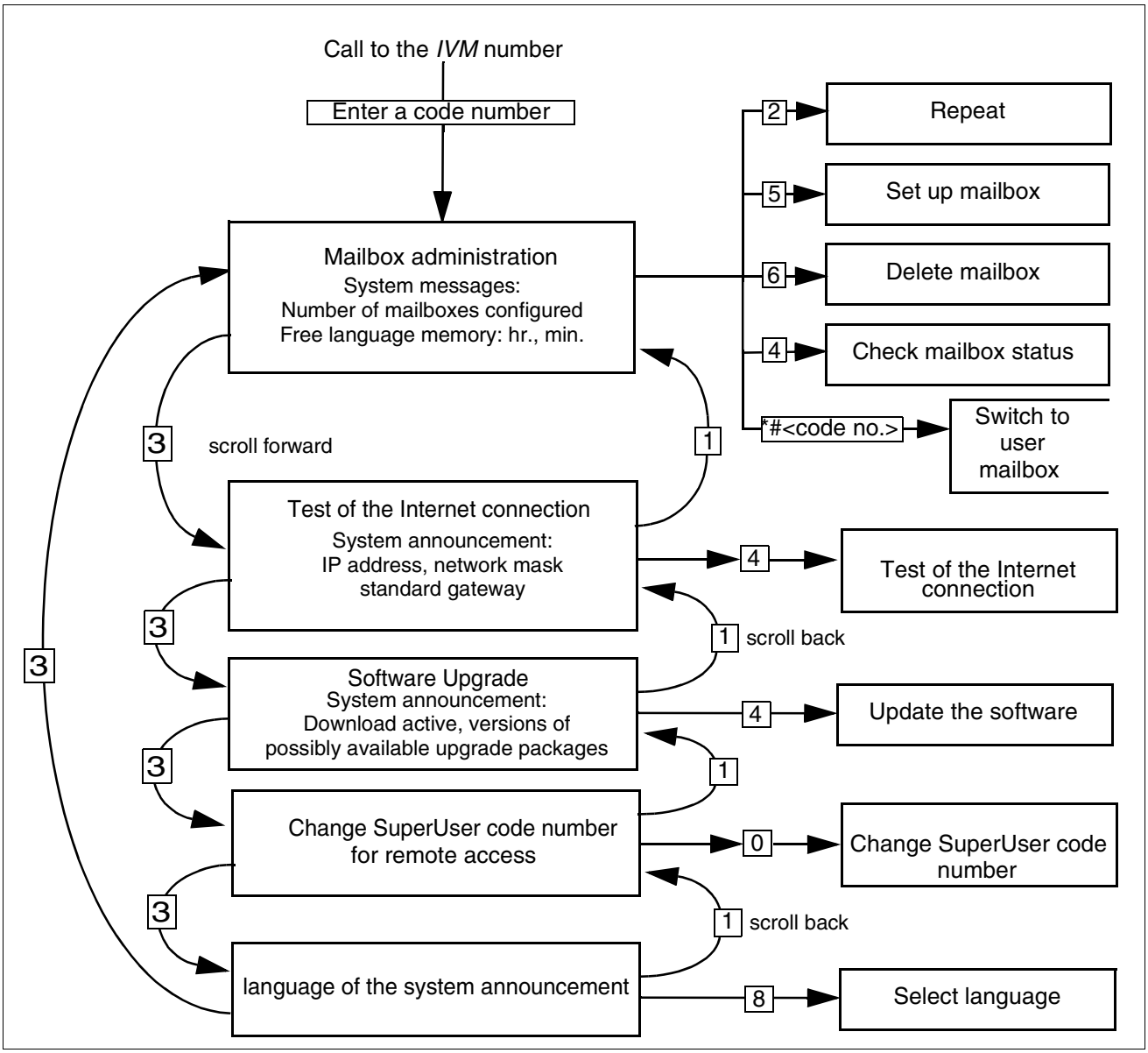


Figure 4-1 SuperUser Function

Access to the SuperUser function is ended by hanging up the telephone (i.e. by interrupting the connection).

4.3 Administration of Mailboxes

After a successful dial-in as SuperUser first the mailbox administration is made available. The status announcement informs about the number of existing mailboxes and the remaining memory capacity.

Note:
This announcement is repeated if the system administrator returns to the mailbox administration function by scrolling forward or back.

The following functions are available to the system administrator:

Function	Key
Set up a mailbox	5
Delete a mailbox	6
Query the status of a mailbox	4

Table 4-1 Accessing Mailbox Administration Functions (see also Figure 4-1)

Note:
The SuperUser can also access the administration mode of an individual mailbox by entering * # followed by the code number of the mailbox.

4.3.1 Setting up a Mailbox

After a successful dial-in as SuperUser a new mailbox can be set up by pressing 5 (see Figure 4-1). The administrator is guided through the corresponding procedure via appropriate system announcements.

To set up a new mailbox, a mailbox number must be entered. The system checks to make sure the entered number is valid or has been previously assigned. A system message will help guide the SuperUser if needed.

If the entered number is valid and has not been previously assigned, the system asks for a mailbox class for the new mailbox. After the class has been entered, the mailbox is installed automatically by the system.

Note:
The user can now access his or her newly set up mailbox by using the standard code. The mailbox does not become active and is unable to record messages until its owner has accessed the mailbox for the first time. The owner must therefore be informed this his or her mailbox has been set up.
The KC-Manager enables the individual configuration of all features for a new mailbox.

4.3.2 Deleting a Mailbox

After a successful dial-in as SuperUser it is possible to delete a mailbox permanently by pressing [6] (see Figure 4-1). The administrator is guided through the corresponding procedure via appropriate system announcements.

The system administrator enters the number of the mailbox to be deleted. The system checks to see whether or not the mailbox number is valid, if the mailbox is empty, and if it is currently being used. If all of the preconditions for deletion have been fulfilled, the mailbox is permanently deleted. If any of these preconditions have not been met, the SuperUser receives a corresponding system announcement.

4.3.3 Querying the Status of a Mailbox

After a successful dial-in as SuperUser a query of the status of any existing mailbox can be made. However, the administrator cannot listen to the messages left in the mailbox. The user is supported by system messages.

After pressing [4] (see Figure 4-1), the system administrator must enter the mailbox number (extension number of the mailbox owner). The mailbox class, the number of received messages, the number of stored messages and the length of the messages, as well as other additional information, are then announced.

The system administrator now has the following options:

Function	Key
Repeat announcement	[2]
Select another mailbox	[0]
Abort query	[#]

Querying Mailbox Status

4.4 Test the Internet connection

After a successful dial-in as SuperUser and after the selection of the function „Connection to the Internet“ (scrolling backwards or forwards by pressing the keys [1] or [3]), the Internet connection can be tested if necessary.

After having selected the function (see Section 4.2, “SuperUser Function”, on page 4-57) the system announcement will guide through the process. Firstly the IP address, the network mask and the standard gateway will be announced.

Function	Key
Repeat the announcement	[2]

Function	Key
Start the test of the Internet connection	4

Table 4-2 Test the Internet connection

4.5 System Software Upgrade

After a successful dial-in as SuperUser and after selection of the function „Upgrade“ (scrolling backwards or forwards by pressing the keys 1 or 3), the system software can be upgrades to the newest version. The system announcement will guide through the process. Firstly the announcement informs whether any software packages are available and if actually a download of software packages is in process. These downloaded packages are afterwards available to upgrade the system software.

Function	Key
Repeat the announcement	2
Start the Upgrade of available software packages to the system	4

4.6 Changing the Code Number for the SuperUser Function

The SuperUser function is protected against unauthorized access by a code number.

After the system administrator has accessed the SuperUser function and entered the valid code number, the code number can be changed if necessary. On accessing this function (see Figure 4-1), the system administrator is guided through the corresponding procedure via appropriate system announcements.

Note:
The * and # characters are not part of the code number, but a control prefix required by the system.

Function	Key
Announce current code number	2
Change the code number. New code numbers must be entered twice for security reasons.	0

Table 4-3 Changing the Code Number

4.7 Changing the Language for System Announcements

After the system administrator has accessed the SuperUser function and entered the valid code number, the language for SuperUser system announcements can be changed if required. On accessing this function (see Figure 4-1), the SuperUser is guided through the corresponding procedure via appropriate system announcements.

Function	Key
Announce current language	2
Scroll through available languages and select one	8

Table 4-4 Changing the Language for System Announcements

5 Recording (Call Live Recording)

During a telephone call the record function can be activated by pressing the programmed record key or with a key sequence. Deactivation results either when the programmed record key is pressed again or when the conversation is ended. The current status is displayed in the system telephone display. The recording is delivered as a normal message and is stored in the input area. It is not specifically identified as a recording.

This feature is only configurable with the KC-Manager. According to the configuration (and independent of legal requirements), one of the following audio information messages is played back:

- Notification that the conversation is being recorded.
- A short notification tone.
- No acoustic notification.

The end of recording is never signaled acoustically.

Recording may be automatically stopped or not started in the following situations:

- When the maximum storage capacity has been reached,
- message recording is deactivated

6 Audio Conferences

Note:
The audio conference feature is available only if enabled by conferencing licenses. Only if conferencing is licensed, you are able to use the functions described in this chapter.

6.1 Overview

With this conference server feature you can initiate audio conferences as a conference leader or participate in audio conferences initiated by another conference leader.

All participants of a conference are connected acoustically equal in an audio conference room.

There are different tone signals played to the present participants if someone is entering or leaving the conference room.

Regarding initiation and control of a conference the role of the conference leader is different from other participants. The initiator of a conference always is the conference leader.

Conference control functions are available only to the conference leader. The authorization to be a conference leader can be set in the system administration.

Conferences can be initiated and controlled via telephone or standard web browser.

Provided conference leader functions:

- Conference initiation via telephone or internet browser
- Adding participants to a conference via Hold (consultation) function
- Hold / Alternate (toggle) during a conference
- On demand recording (announced)
- Additional functions if controlled via internet browser:
  - Display of present participants
  - Direct call of participants to be added to the conference
  - Muting of particular participants
  - Saving an unlimited number of groups (participants lists)
  - Language selection for spoken system advices

Provided conference participant functions:

- Dial-in for meet me conferences

- Optional continuation of the conference without chairperson

The max. number of simultaneous conferences and the max. number of participants in a conference depend on the number of available conferencing licenses (for 6, 12 or 18 participants), on the system's settings and on the current availability of free lines.

6.2 Opening a conference

If you are authorized to be a conference leader, you can start (open) a conference. A telephone or internet browser is used to open a conference. The max. number of simultaneous conferences and the max. number of conference participants in the IVM may not be exceeded, otherwise an appropriate fault message will be played / displayed.

If a conference is initiated via web browser advanced functions are available. If a telephone is used for control just a basic set of functions is available.

6.2.1 Opening a conference via telephone

To open a conference a specific conference extension (functional phone number) which is permanently rerouted to the IVM must be called. The IVM's conferencing server answers the call and advices lead through the opening procedure.

If you call from your extension and enter a conference room number identical to your extension number, you are automatically recognized as the conference leader and the conference will start.

If you call from another telephone enter your conference room number with [*] in front. E.g.: If you extension / your conference room is '123', enter [*][1][2][3]. End with [#].

Then you are prompted to enter your mailbox code number in addition for user legitimacy. If the code number corresponds to your mailbox the conference starts..

Note:
The number of an owner's conference room is always the owner's extension number.

The number of an owner's conference room is always the owner's extension number.

After entering the conference room number (and identification), opening of the conference room continues by prompting:

- Number of conference participants (including the conference leader), followed by [#]. This is a reservation preventing simultaneous other conferences from taking away required licenses.

- Conference room code, terminated by [#] (to skip entry, just press [#]).
  An arbitrary code number which is the access code for this conference. This number must before be given to those who are invited to dial into the conference themselves. The length of the conference room code number equals the length of the mailbox code number.

6.2.2 Opening a conference via web browser

To access the web browser

- select as language (Sprache) „English“,
- Login as „User“ and
- enter your Mailbox number and your PIN Code.

A click on the menu „Conference room“ (on the left side under ’Mailbox administration’) opens the entry mask of the conference server.

How to control the conference server via web browser is in detail described in the help function (online).

6.3 Conference control

Depending on the control unit, the telephone or web browser, several control functions are provided to the conference leader.

6.3.1 Conference control via telephone

Note:
At any time during a conference initiated via telephone the conference leader can switch over to web browser control (see Section 6.3.2 on page 6-69). There a list of present participants is displayed and control of the conference can be continued via the web browser.

6.3.1.1 Overview

Control functions provided to the conference leader:

Function	Key(s)
Start recording	[*][M] respectively [*][6]
Stop recording	[*]
Disconnect	[*][T] respectively [*][8]
Hold [consultation] (including Toggle, Add participants, Transfer of the conference)	[*][R] respectively [*][7]

6.3.1.2 Start recording

[*][M] respectively [*][6] starts a recording on demand. All participants get an announcement..

Note:
While recording is active no other functions (described in Section 6.3.1.1 on page 6-67) except stop of recording (key [*]) are available.

6.3.1.3 Stop recording

The key [*] stops recording..

Note:
A recording automatically is terminated if the conference leader hangs up

The record file is send to the conference leader's mailbox after end of recording. If mailbox messages are received as E-mails also the record file is send as an E-mail.

6.3.1.4 Disconnect

[*][T] or [*][8] is disconnecting all participants except the conference leader himself from the conference room. The conference leader can stay in the room for another conference using the same initiation parameters.

6.3.1.5 Hold (Alternate / Add participant / Transfer of a conference)

[*][R] or [*][7] puts a conference on hold and the conference leader can call another single person beside the conference for consultation. Advices inform about available control functions in this state.

Provided functions in this state

- **"Alternate (Toggle)**
  The conference leader can repeatedly toggle between both parties by pressing [*][R] or [*][7] . The party the conference leader is not talking to is put on hold any time.
- **Add participants**
  With [*][K] or [*][5] the conference leader and the single person both enter the conference. This ends the hold status of the conference.
- **Disconnect**
  [*][T] or [*][8] disconnects the party the conference leader it currently talking to.
  If he is talking to the single person, this connection is discontinued and the conference lea-

der returns to the conference.
If he is talking to the conference, the whole conference is terminated and the conference leader talks just to the single person.

- **Transfer of a conference**
  To transfer the conference to the single person the conference leader just hangs up. The single person then is taken into the conference and is it's leader.

Note:
This function allows a secretary to build up a conference and transfer it to a boss.

6.3.2 Conference control via web browser

How to control the conference server via web browser is in detail described in the help function (online), see Section 6.2.2 on page 6-67.

6.4 Joining a conference as a participant

To join a conference guest participants first call the conference servers phone number and enter the conference leader's room number.

If this conference room has not been opened yet, this is announced and music is played. If the opening is not made in time (system-setting), the caller will be disconnected.

As soon as the conference leader opens the conference room the participants will get in after an announcement.

If the conference leader has defined a conference room code, the callers must enter this code also to get in.

Any participant entering a conference room is signaled to already present participants by a tone signal.

A participant who left a conference (e.g. disconnection by unstable cellular network) can re-enter (if conferencing licenses are not occupied in the meantime).

Dialing-in is not possible in a continued conference after the conference leader has left (see Section 6.5.1.2 on page 6-70).

6.5 End a conference

There are three methods to end a conference as a leader:

- End of conference totally with immediate disconnection of all lines.
- Temporarily continued conference without conference leader.
- Disconnection of participants, but remaining in the conference room for another conference.

6.5.1 End a conference via telephone

6.5.1.1 End a conference totally

A conference is terminated and all lines are disconnected as soon as the conference leader hangs up. If the system setting 'Continue the conference without leader' is enabled, the conference leader should use the 'Disconnect' function '* T' or '* 8' before hanging up, to make sure the conference is terminated.

6.5.1.2 Temporarily continuation without conference leader

If 'Continue the conference without leader' is enabled in the system settings, the conference can continue for a limited time (defined by the system administration) after the conference leader has hanged up.

The conference leader can return at any time within the continuation by just dialing into the conference room. A conference room code is not needed then.

30 seconds before automatic disconnection of all participants, the end of the conference is announced. The remaining time gives a chance to say goodbye.

6.5.1.3 End of one conference - starting another

Conferences are terminated without closing the conference room, if just the conference leader stays in the conference room, e.g.:

- after the last guest participant hangs up
- the conference leader disconnects all participants by pressing [*][T] or [*][8].

Now the conference leader can build up another conference using the same initiation parameters.

6.5.2 End a conference via web browser

Look at the online help of the WBM for description.

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Important telephone numbers

For problems:

For questions regarding sales:

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